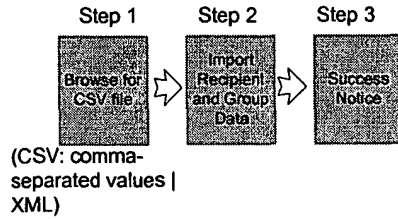


Figure 1

High Level Process Description

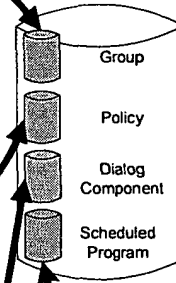
Who Group Creation

Silverlink Contact Layer

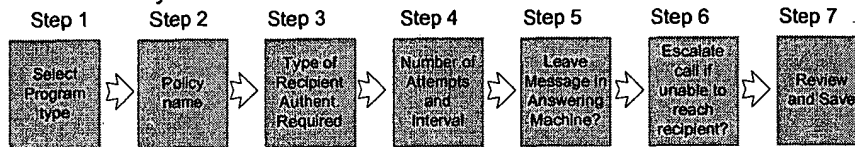


21 CFR 11:
 * Logical Security
 * Record Traceability
 * Audit trails
 * Validation

Load Into DB

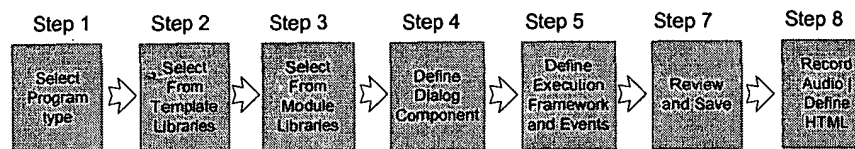


How Policy Creation Wizard



Load Into DB

What Dialog Creation Wizard



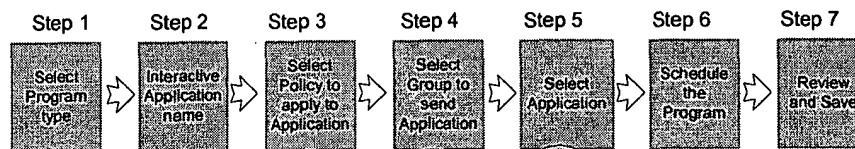
Template Libraries
 Silverlink
 and/or
 Customer
 Defined

Module Libraries
 Silverlink
 and/or
 Customer
 Defined

Load Into DB

Execute the Pieces

Dialog Execution Wizard



Policy
 Group
 Dialog
 Application

Load Into DB

Figure 2

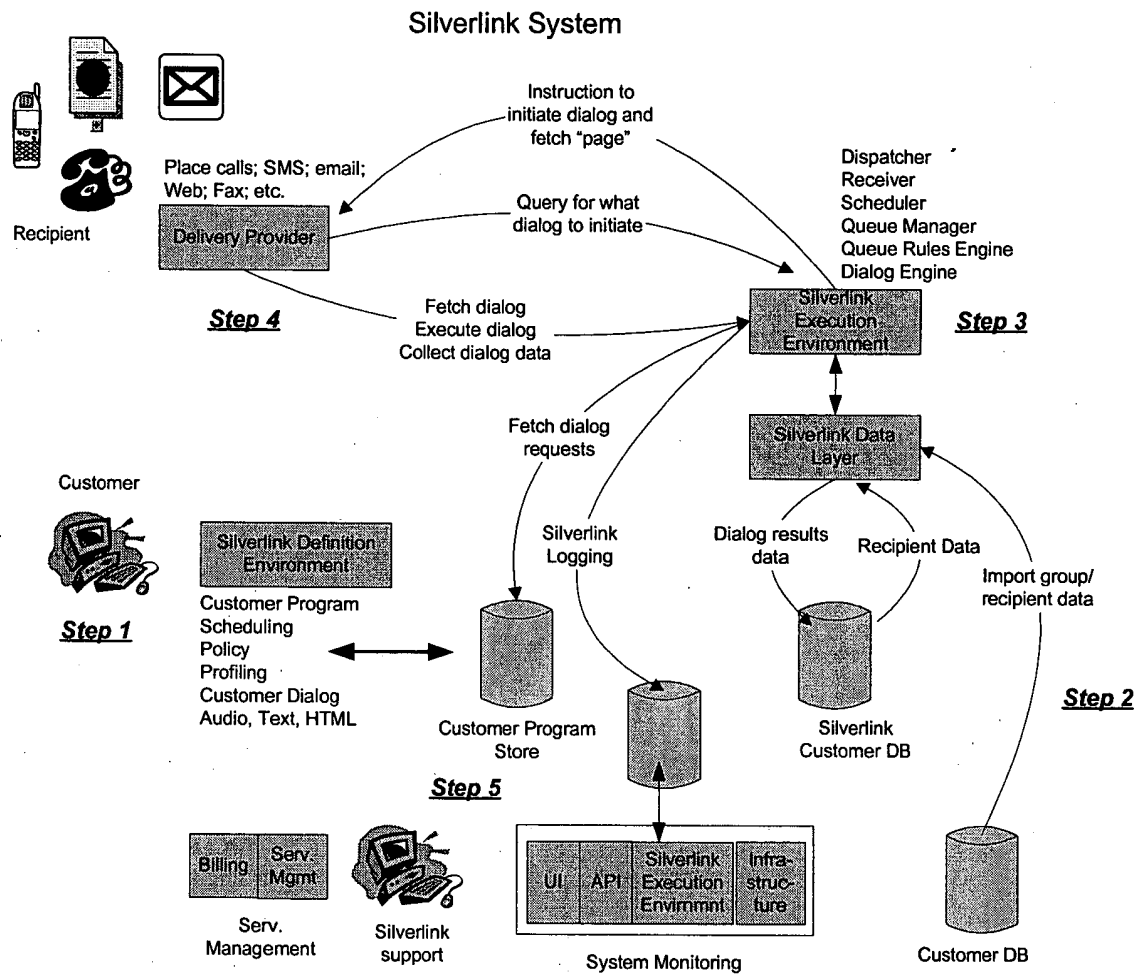


Figure 3

The screenshot shows a web browser window displaying the SAVVI 2.3 application. The browser's address bar shows a Google search page. The application header includes the SAVVI 2.3 logo and a 'POWERED BY silverlink COMMUNICATIONS' badge. A navigation bar at the top right contains links: Home, My Silverlink, Account Management, and Logout. Below this, a sub-navigation bar shows: Home > My Silverlink > Bulk Imports > Import.

The main content area is titled 'Import Call Recipient Information'. It instructs the user to 'Please upload a file of Call Recipients' and provides the following format for the data:

Import Call Recipient Information from a text file of comma-separated data in the following format:

GroupName,PrimaryKey,Salutation,NameLast,NameFirst,Phone,Zip,PIN,AuthWord,Prescriptions,Delimited,

Custom1,Custom2,Custom3,Custom4,Property1,Property2,Property3,Property4,Property5,Property6,

Property7,Property8,Property9,Property10

Below the format, there is a text input field and a 'Browse...' button. An 'Import' button is located below the input field.

On the right side of the page, there is a 'Silver Tip' section with the following text:

Uploading a file of Call Recipients

You can import multiple Call Recipients into SAVVI at once by uploading a comma-separated text file.

The file must have the file extension: .txt or .csv and each Call Recipient must be listed in the format shown.

Note that there are no spaces between fields, and that each person's data has to be in a separate line.

Below this, there is a 'Prescription Field' section:

Prescription Field

Special function field used to say prescription names during a SAVVCall (e.g., "According to our records, your prescription of Viagra will be running out in the next few days").

At the bottom of the right sidebar, there is a 'Delimited Field' section:

Delimited Field

This special purpose field allows you to import multiple prescription names. A Looping Audio Component will use data from this field to ask the same question for as many items as may be present in the field (e.g., "Do you want to refill your prescription of Viagra? Do you...").

At the bottom of the page, there is a footer with the following text:

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Below the footer, there is a logo for 'thawte SECURE SITE' and a link 'Click for Details'.

Figure 3 A

Address: http://demo.silverlink.com/rev1_4/account/d_acctmgmt/account_build.asp

Google: Search Web Search Site Page Info Up

savvi™ 2.0 POWERED BY silverlink COMMUNICATIONS

Welcome, Paulo Matos Home My Silverlink Account Management Recipient and Group Information

Import Recipient Information

Please upload a file of comma separated values

Import Call Recipient information from text files of comma-separated data. In the text file, each Recipient entry must be in the form: PrimaryKey,NameLast,NameFirst,Phone,Zip

Browse...

Import Cancel

Note: (e.g., 101, Jones, Sally, 231 338 1097, 04933). In this example, the system creates a call recipient called Sally Jones with her contact information and a unique identifier (the primary key value 101).

Import Group Information

Please upload a file of comma separated values

Import Groups names and corresponding group members from text files of comma-separated data. In the text file, each Group entry must be in the form: Primary Key, Group Name

Browse...

Import Cancel

Note: (e.g., 101, Lipitor Group). In this example, the system creates a recipient group called "Lipitor Group" and adds the user whose primary key is 101 (Sally Jones) as member of the group.

Figure 4

savvi™ 2.3 POWERED BY silverlink communications

Welcome Paulo Mateo (Super User) Home | My Silverlink | Account Management | Logout

Home » My Silverlink » Policy Component Management » Create New Policy

Call Type Policy Name Number of Attempts Call Schedule Review & Save

Review & Save

Policy Details for "blah"

Policy Component name: blah

Call type: HealthCast

Number of delivery attempts: 2 attempts, with a 1 hour interval between attempts

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM
10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls

Everything looks good, save this policy.

Note: To change any Policy Information, please click on the appropriate tab above.

Home | My Silverlink | Account Management | Logout

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thawte
Click for Details

Figure 5

SAVVI 2.3 POWERED BY **SilverLink COMMUNICATIONS**

Welcome Paulo Matos (SuperUser) Home My SilverLink Account Management Logout

Home My SilverLink Audio Library Create New Audio

Service Type Component Type Component Title Script Builder

Script Builder

Please enter your Audio Component script:

Our records indicate that your prescription of Lipitor will run out in the next two weeks. To ensure that you maintain a supply of this important medication, please allow us to refill your prescription today. To refill the prescription automatically, say "REFILL" after the chime.

Database Word
Select Database Word
Hotword
Insert

Sample Body Audio
Our records indicate that your prescription of Lipitor will run out in the next two weeks. To ensure that you maintain a supply of this important medication, please allow us to refill your prescription today. To refill the prescription automatically, say "REFILL" after the chime. To speak to a call center representative, say "CALL CENTER". If you have already filled your prescription or no longer take this medication, say "CANCEL". Say refill, call center, or cancel now.

Use only letters, numbers, and basic punctuation (.,:;!?) in your scripts. Special characters (e.g., @) will be ignored by the application.

Continue To Next Step

Silver Tip

How do Body Audio Components work?

Body Audio Components are the main dialog building blocks in a SAVVical. Multiple Body Audio Components can be assembled together through hotwords to create an interactive dialog with the Call Recipient.

What are Hotwords?

Hotwords are words that cause SAVVI to start playing a new Audio Component. The sample audio on the left shows hotwords within an Audio Component.

only one recipient with a given primary key can exist. This field can have letters and numbers and can have multiple characters

Figure 6

savvi™ 2.3 POWERED BY silverlink COMMUNICATIONS

Welcome Paulo Mateo (SuperUser) [Home / My Silverlink / Account Management / Logout](#)

[Home](#) • [My Silverlink](#) • [Create New Call](#)

[Name and Type](#) | [Select Call Number](#) | [Select Dialog](#) | [Group and Category](#) | [Recipient Selection](#) | [Policy Association](#) | **Scheduling**

Scheduling

Define a Call delivery window

Today's Date: July 18, 2003

Delivery Start Date:
 July 18 2003

End Date for Inbound Calls:
 August 1 2003

Use this date to designate the last day Call Recipients may call back to hear the SAVVical! (if they've been left an answering machine or unintended recipient message with instructions to call in.)

Daily delivery times are defined in the policy you selected.

[Continue](#)

[Home / My Silverlink / Account Management / Logout](#)

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[Click for Details](#)

Silver Tip

How long will it take for a call program to complete?
 The duration of a call program depends on several factors: the length of each call; the percentage of people reached during an attempt; the time window defined for call delivery; the size of the Call Recipient group; the number of concurrent calls, etc.

How should I set a delivery time window?
 If you have chosen a large group of Call Recipients and/or you indicate a narrow delivery window, delivery may have to be spread over multiple days. Please select the widest delivery window possible in order to ensure timely delivery.

Why would I want to limit the number of concurrent calls?
 If your dialog contains Call Transfer Interactivity that allows Call Recipients to connect to a call center or other live person, you may need to limit the number of Call Recipients reached at one time to ensure that the call center can manage the volume of calls coming in.

Figure 6 A

Address: //demo.silverlink.com/rev1_4/account/d_message/messageeditor6_0.cfm?op=1

Google: Search web Search Site Page info EUS

savvi™2.0

POWERED BY silverlink COMMUNICATIONS

Welcome, Paulo Martins

Home | My Silverlink | Account Management | Help | Logout

Home » My Silverlink » Create New Message

Message Line Message Name Policy Association Recipient Selection Add Distribution Scheduling

Scheduling

The number of notifications that can be delivered each hour is limited. If you have chosen a large group of Call Recipients and/or you indicate a narrow delivery window, delivery may have to be spread over multiple days. Please select the widest delivery window possible in order to ensure timely delivery.

Start Date: July 26 2002

Start Time: 7 00 AM

End Time: 8 00 PM

On the next page, you'll learn how many days it will take to deliver this message based on the group size, the start time, and the end time. If any of these days fall on a weekend, should we deliver them or hold them for delivery on Monday?

☐ Go ahead and deliver messages on Saturday or Sunday.

☐ Go ahead and deliver Messages on Saturday but NOT on Sunday.

☐ Go ahead and deliver Messages on Sunday but NOT on Saturday.

☐ Hold weekend notifications until Monday.

COMBINE

Home | My Silverlink | Account Management | Help | Logout

Figure 7

The screenshot displays the 'savvi 2.3' web application interface. At the top, there is a navigation bar with links: Home, My SilverLink, Account Management, and Logout. Below this, a breadcrumb trail reads: Home > My SilverLink > Dialog Component Management > HealthCast Dialogs > Dialog Details. The main content area is titled 'Details for Dialog Component: 'USA care mult refill sisl''. It includes creation and modification timestamps: 'Created by Paulo Matos on July 4, 2003 12:28 PM' and 'Last modified by Paulo Matos on July 4, 2003 12:28 PM'. The dialog structure is shown as a tree view with the following components:

- [HEADER] USAcare header
- [PIN AUTHENTICATION] usa care pin (1)
- [NUMERIC AUTHENTICATION] USAcare - 4 digit auth
- [ANSWERING MACHINE] USAcare - refill AM2
- [UNINTENDED RECIPIENT] USAcare - refill UIR (1)
- Dialog: USA care mult refill sisl
 - [MAIN BODY] PC-bodymain-refill-2 (2)
 - [CONTINUE] looping audio mult refill
 - [REFILL] USAcare end
 - [CANCEL] USAcare end
 - [CANCEL] USA care num input
 - [LESS THAN 17] USAcare minor
 - [GREATER THAN 70] USAcare senior
 - [CONTINUE] USAcare - transfer to QA (whisper)

 A 'Back' button is located at the bottom of the dialog tree. To the right of the tree view, there is a section titled 'To Preview This Dialog Component' with a list of sample database word values:

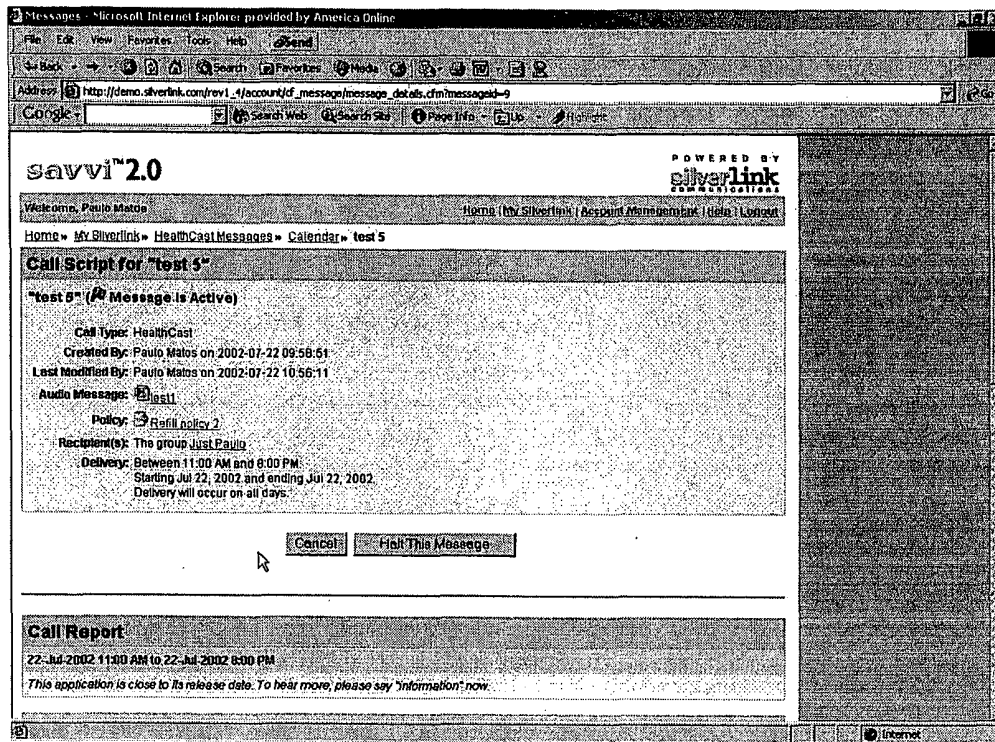
- Dial 866-487-7868
- Press or say two
- Enter account number 1234572 and account PIN
- Enter Dialog ID 00216
- For HealthLink, PIN is 12345678

 Below this list is a section titled 'Sample Database Word Values' with a list of values:

- NameLast: Jones
- NameFirst: Clara
- Salutation: Mrs.
- Prescriptions: Hydrocodone
- Delimited: Hydrocodone/Moxi/Claritin
- Custom1: Custom One
- Custom2: Custom Two
- Custom3: Custom Three
- Custom4: Custom Four
- User PIN: 1234
- Auth Word: banana
- Attempts: 2

 At the bottom of this section is a link: 'To modify these sample database word values, click here'. On the far right, there is a 'Silver Tip' box with the text: 'What are Sample Database Word Values? Your Dialog Component may contain Database Words. This list of sample Database Word values is provided to help give you a sense of how the SAVVCall will sound with Recipients' data. When your call is delivered to actual Call Recipients, their individual database word values will be used in place of these sample words. If a sample word does not make sense in the context of the Dialog Component you are testing, you can change the words to better match your Dialog by clicking the link at the bottom of the list.'

Figure 7A



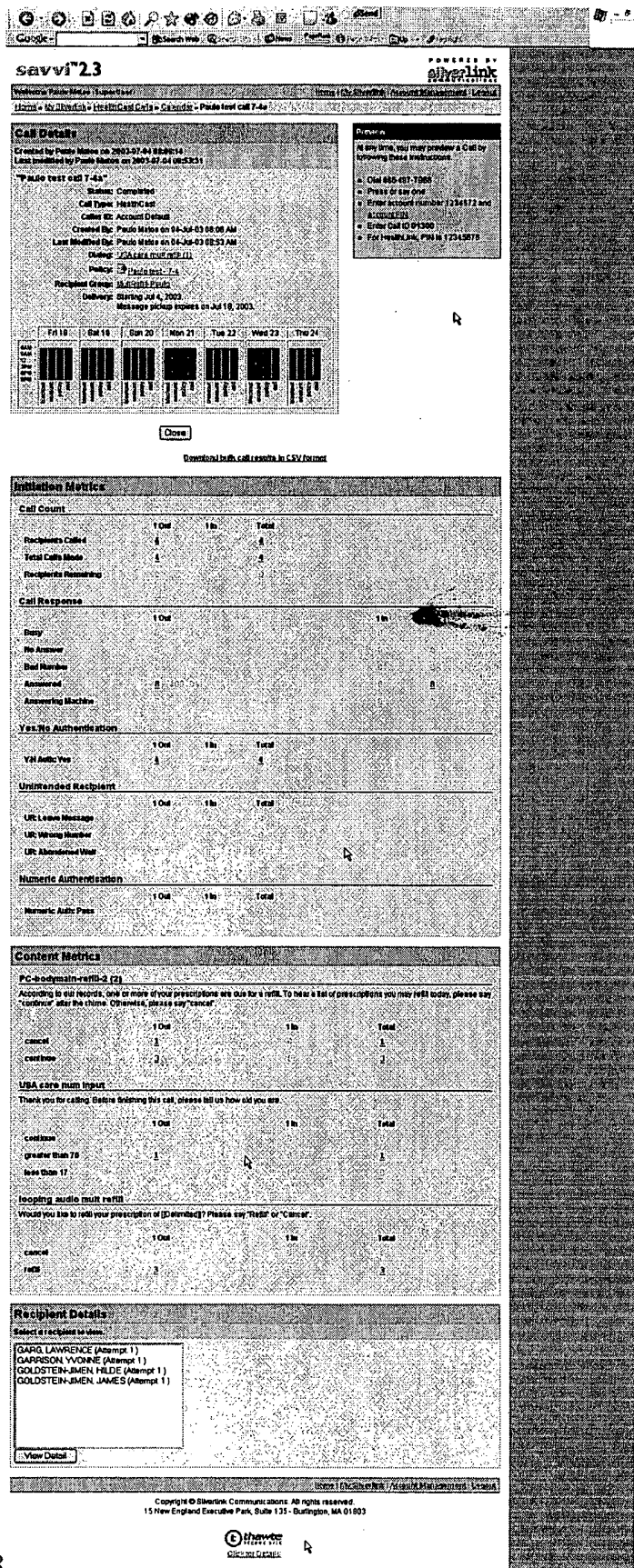


Figure 8

Figure 8A

Google: [Search Web] [Search SPN] [News] [PageRank] [PageRank] [Up] [Print]

savvi™2.3 POWERED BY silverLink COMMUNICATIONS

Welcome Paulo Mates (SuperUser) [Home](#) | [My Silverlink](#) | [Account Management](#) | [Logout](#)

[Home](#) - [My Silverlink](#) - [Create New Call](#)

[Name and Type](#) | [Select Call Number](#) | [Select Dialog](#) | [Group and Category](#) | [Recipient Selection](#) | [Policy Association](#) | [Scheduling](#) | [Review & Save](#)

Review & Save

Call Details for "Test call2"

"Test call2"

Call Type: HealthCast
 Caller ID: Account Default
 Dialog: [USA care mult refill sig](#)
 Policy: [Paulo test - 7-4](#)
 Call Group: None
 Recipient Group: MultiRefill-Paulo
 Delivery: Starting Jul 18, 2003
 Message pickup expires on Aug 1, 2003

	Fri 18	Sat 19	Sun 20	Mon 21	Tue 22	Wed 23	Thu 24
Call Type	HealthCast	HealthCast	HealthCast	HealthCast	HealthCast	HealthCast	HealthCast
Caller ID	Account Default	Account Default	Account Default	Account Default	Account Default	Account Default	Account Default
Dialog	USA care mult refill sig	USA care mult refill sig	USA care mult refill sig	USA care mult refill sig	USA care mult refill sig	USA care mult refill sig	USA care mult refill sig
Policy	Paulo test - 7-4	Paulo test - 7-4	Paulo test - 7-4	Paulo test - 7-4	Paulo test - 7-4	Paulo test - 7-4	Paulo test - 7-4
Call Group	None	None	None	None	None	None	None
Recipient Group	MultiRefill-Paulo	MultiRefill-Paulo	MultiRefill-Paulo	MultiRefill-Paulo	MultiRefill-Paulo	MultiRefill-Paulo	MultiRefill-Paulo
Delivery	Starting Jul 18, 2003	Starting Jul 18, 2003	Starting Jul 18, 2003	Starting Jul 18, 2003	Starting Jul 18, 2003	Starting Jul 18, 2003	Starting Jul 18, 2003
Message pickup expires	on Aug 1, 2003	on Aug 1, 2003	on Aug 1, 2003	on Aug 1, 2003	on Aug 1, 2003	on Aug 1, 2003	on Aug 1, 2003

Everything looks good. [save this Call](#)

Note: if you need to change any information, please click on the appropriate tab above.

[Home](#) | [My Silverlink](#) | [Account Management](#) | [Logout](#)

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Figure 9

Dialog Definition Environment

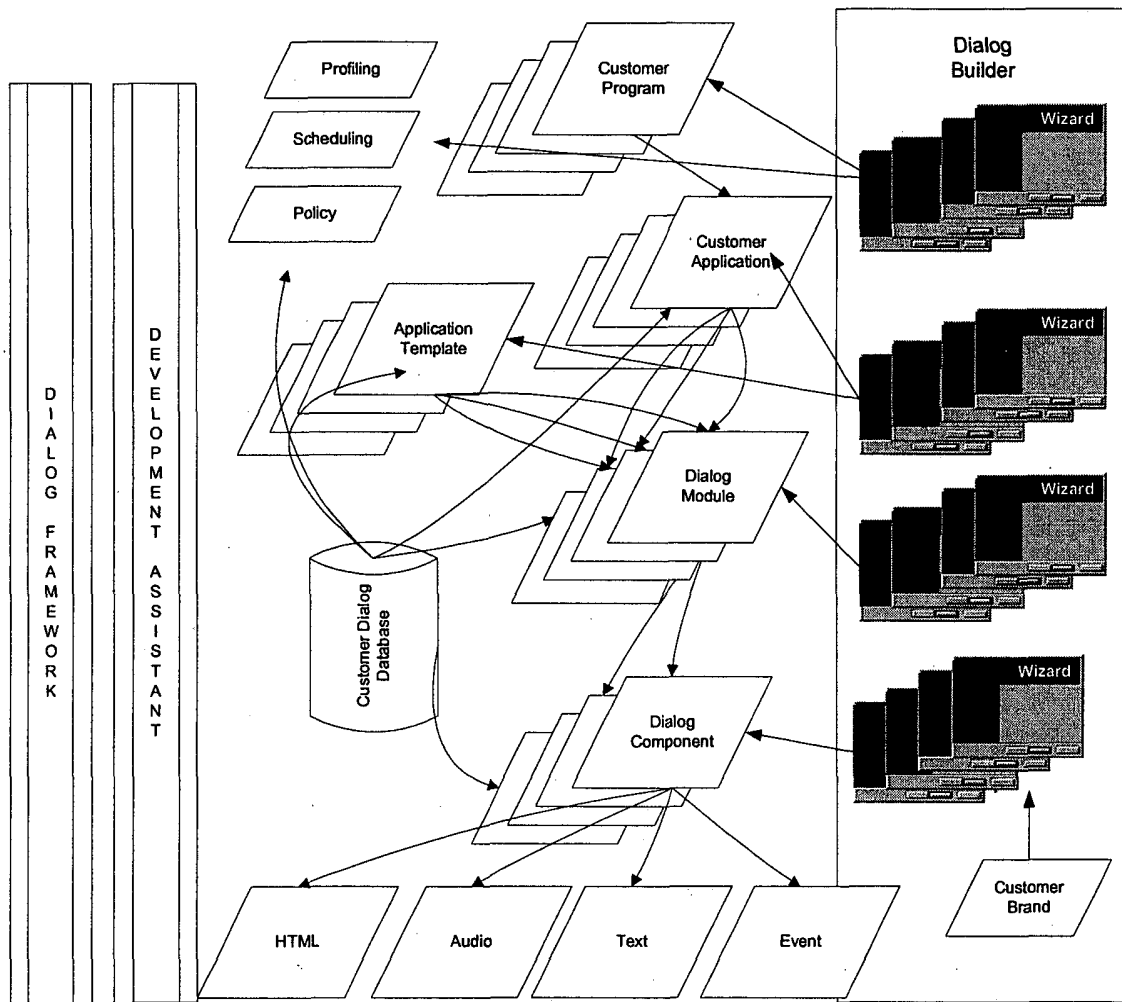


Figure 10

Silverlink Execution Environment -
Dispatcher & Scheduler

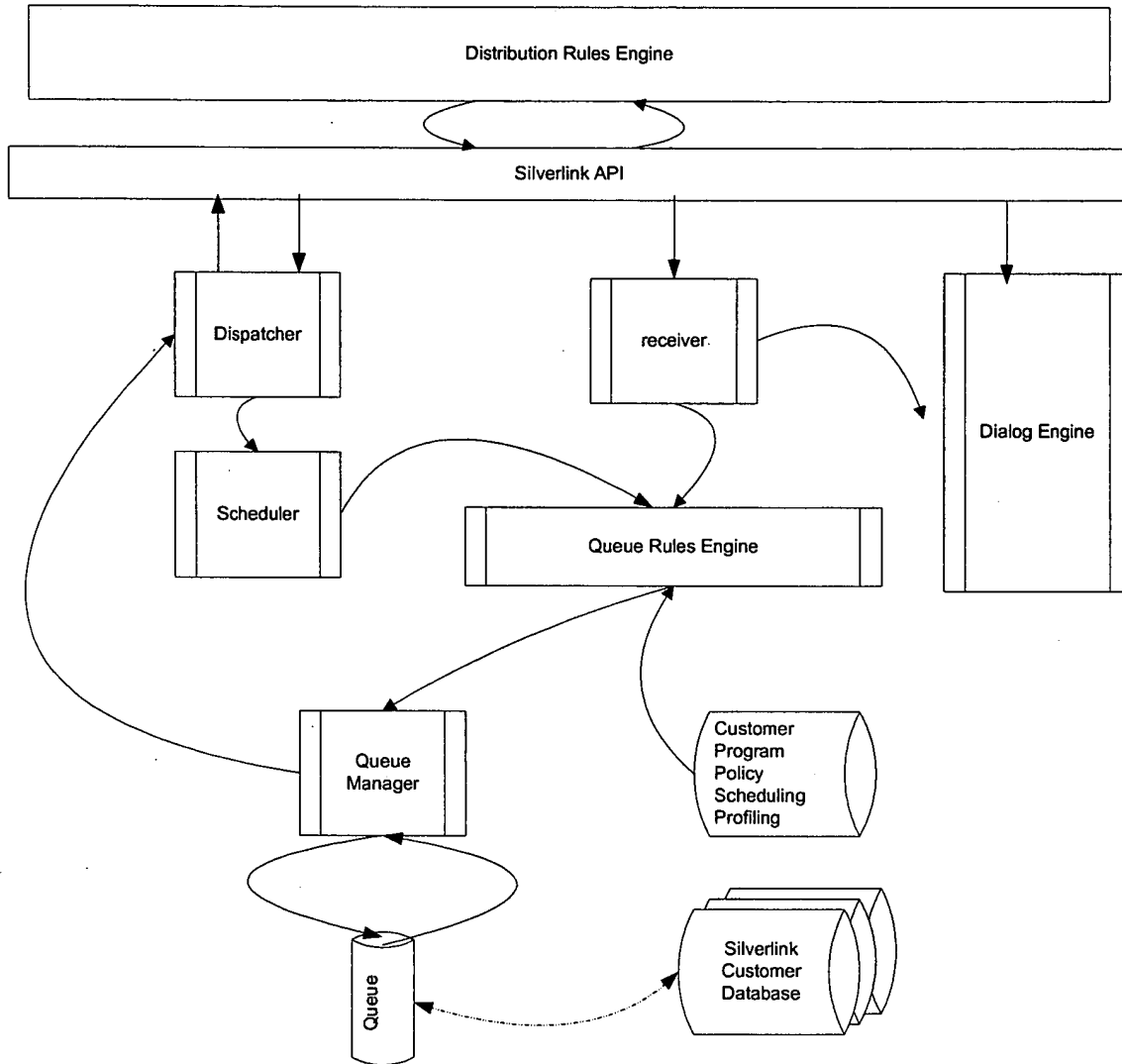


Figure 11

Silverlink contact Layer

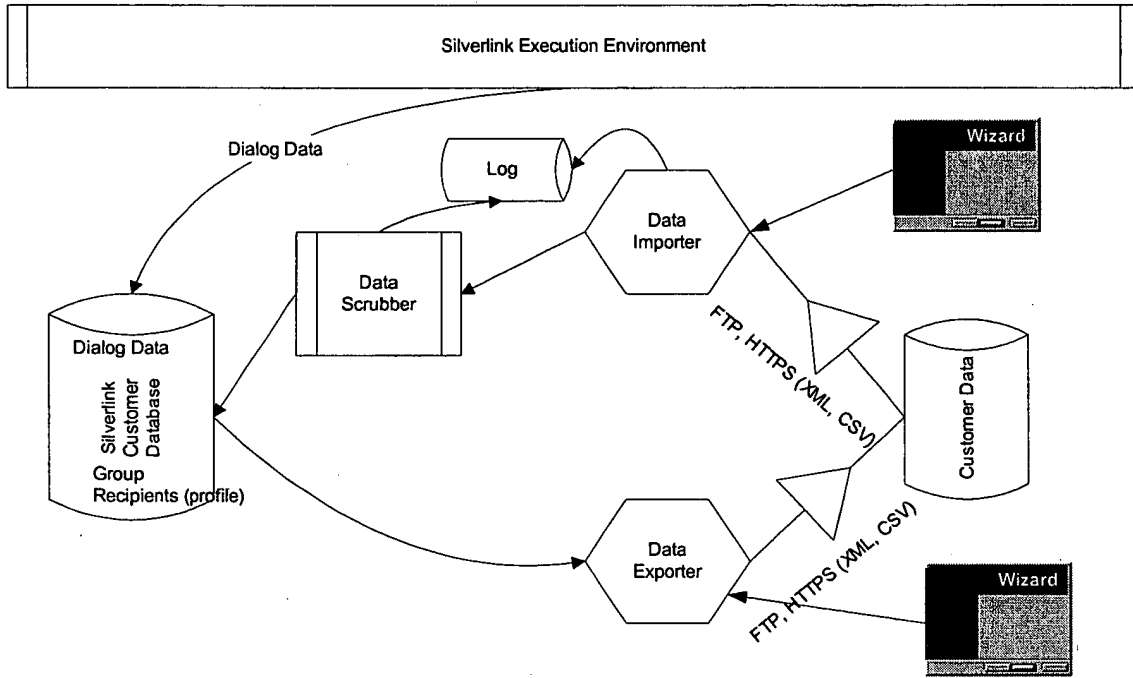
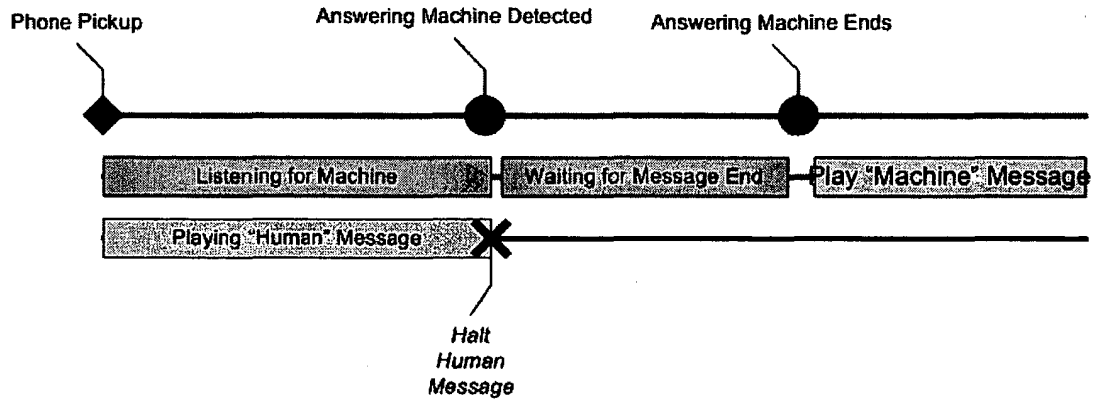


Figure 12

Message Timeline with Machine



Message Timeline with Human

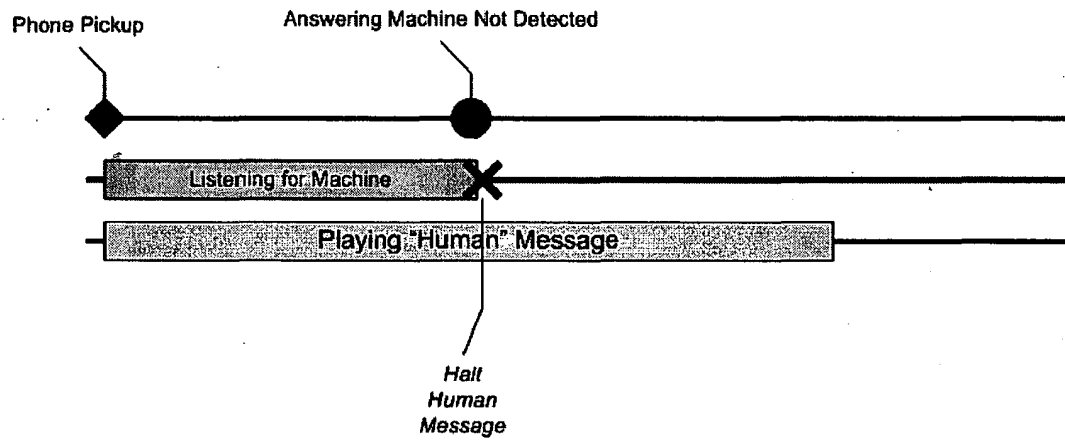
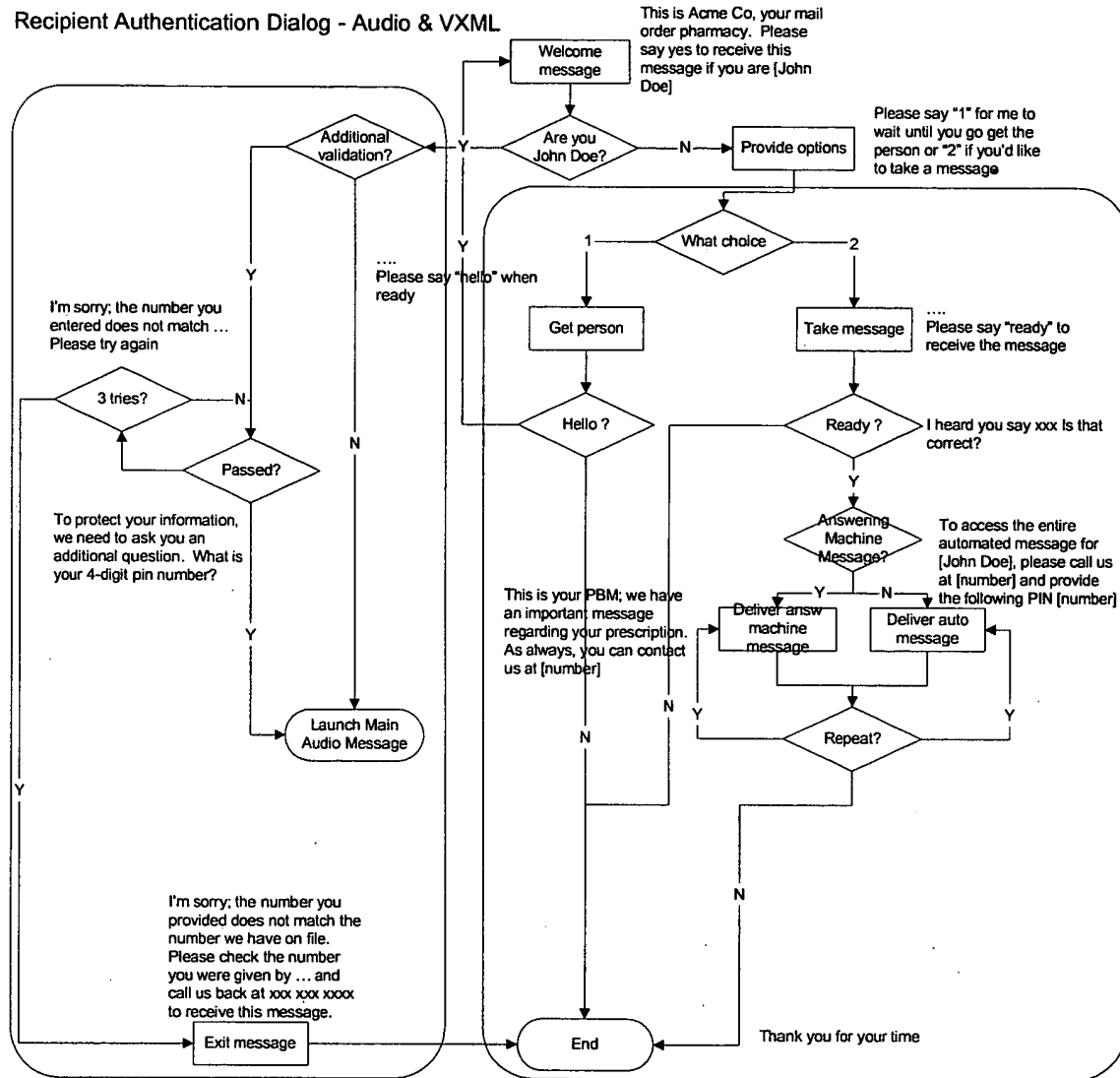


Figure 12 A

Recipient Authentication Dialog - Audio & VXML



If intended call recipient answers the call, the dialog decides whether a further validation is needed or not, execute the validation and then deliver the call message

If intended call recipient does not answer the call, allow person who answered call to take message or pause until intended call recipient is summoned to receive the call

Figure 13

Silverlink Execution Environment -
Dialog Engine

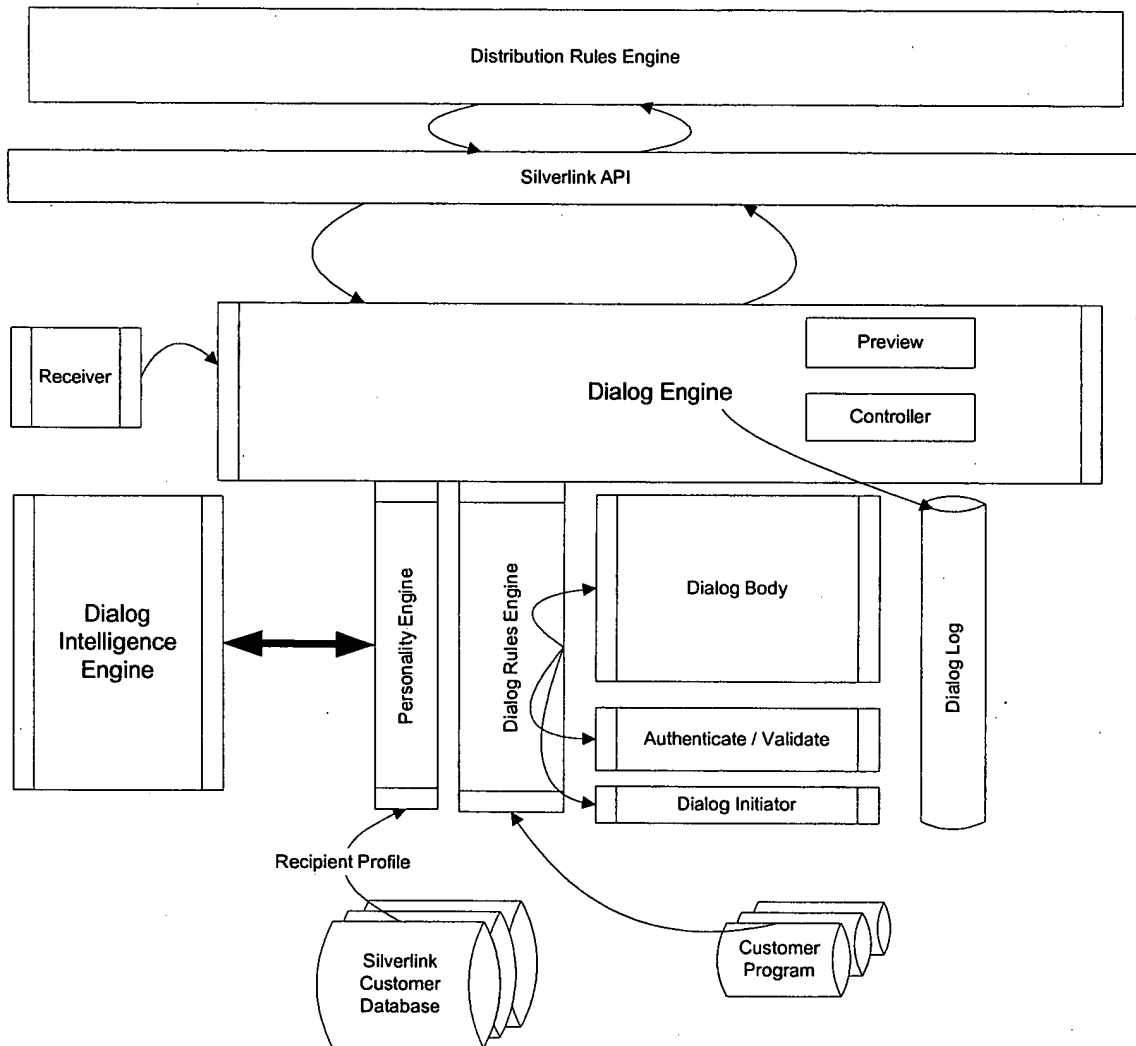


Figure 14

Silverlink Execution Environment -
Customer Interaction

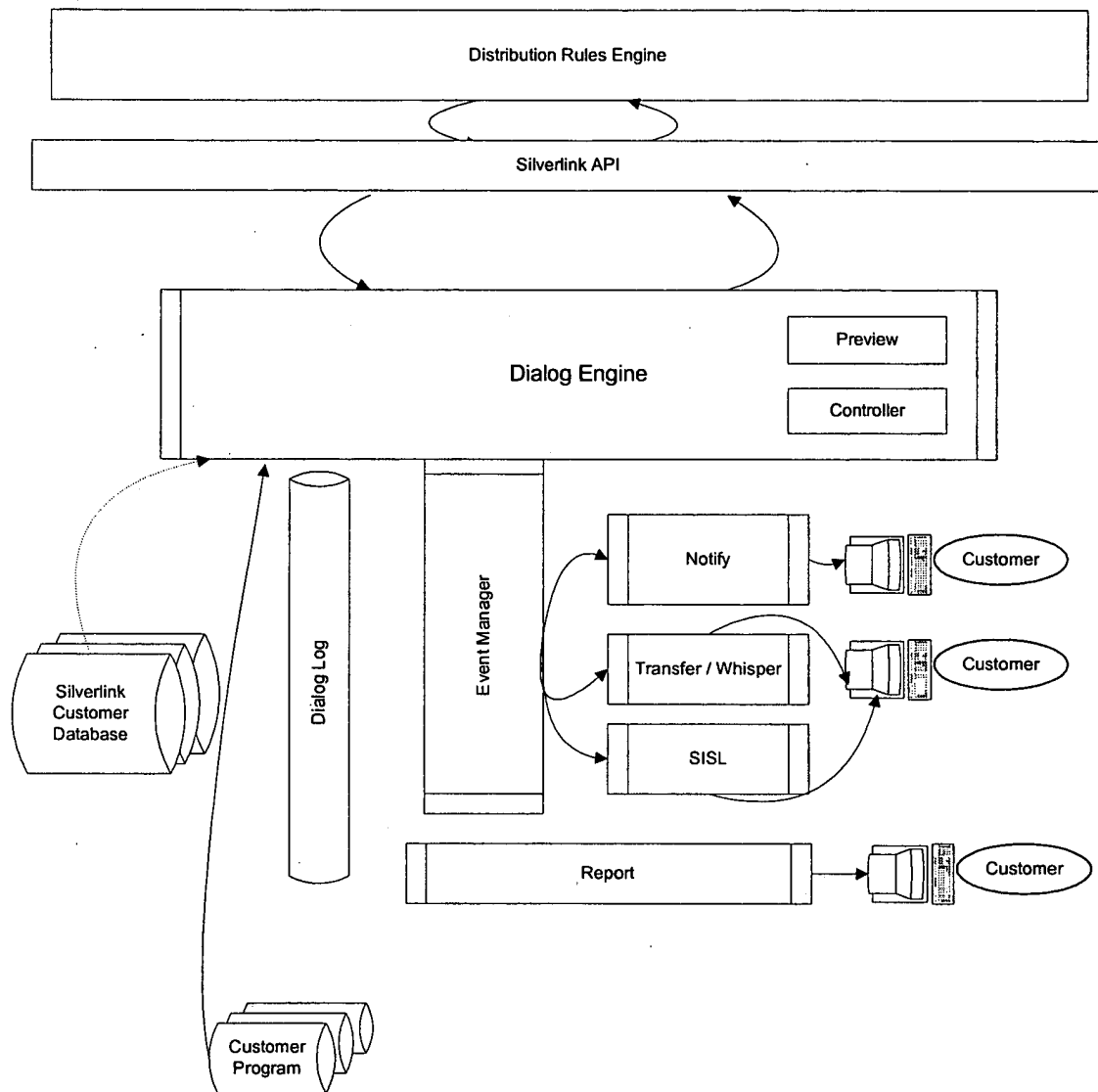
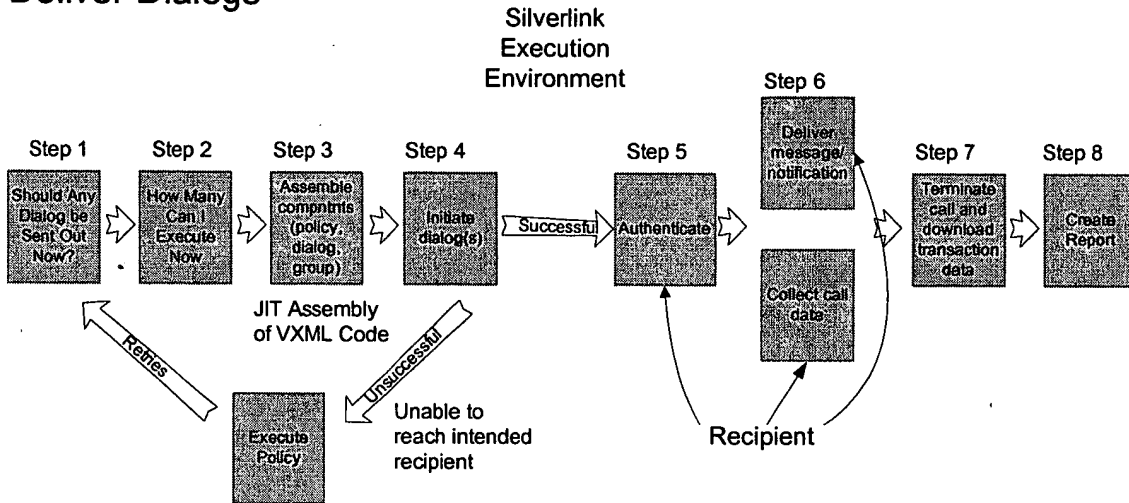


Figure 15

Deliver Dialogs



Sample Call Flow Diagram

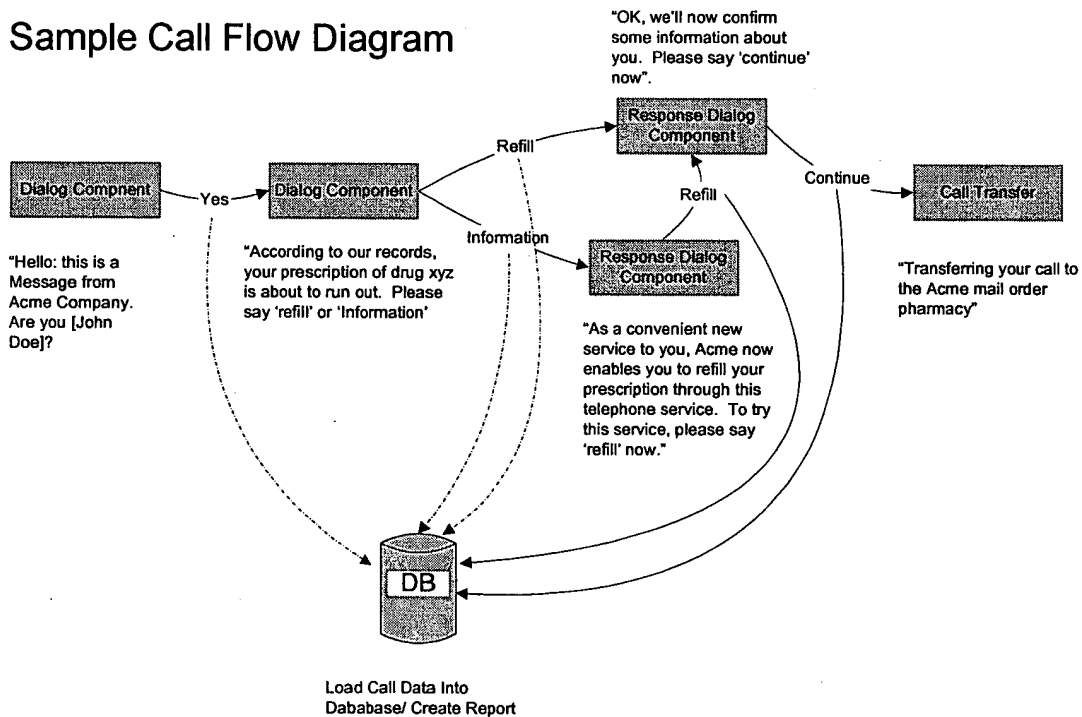


Figure 16

Silverlink Execution Environment -
Interface

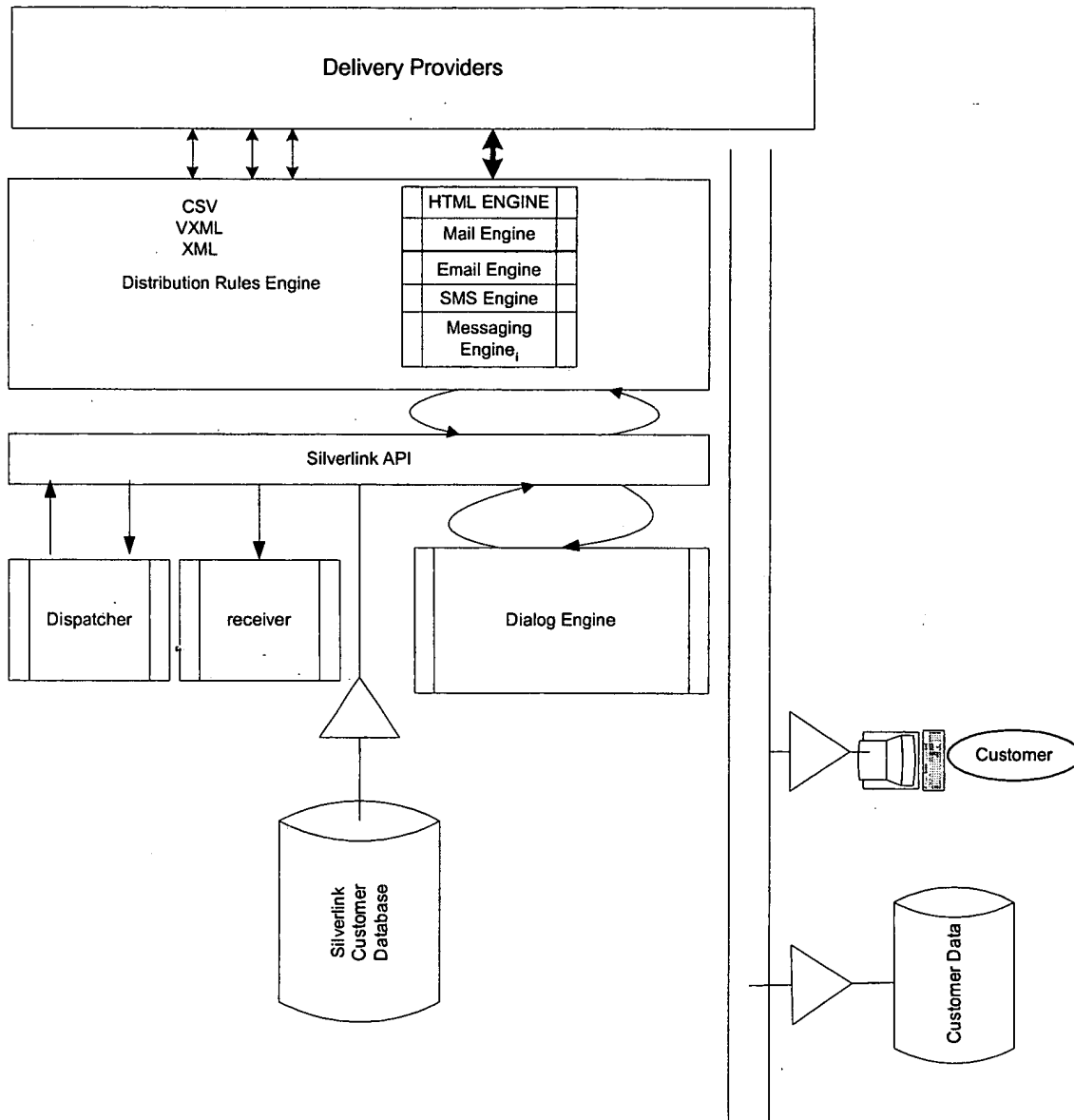


Figure 17

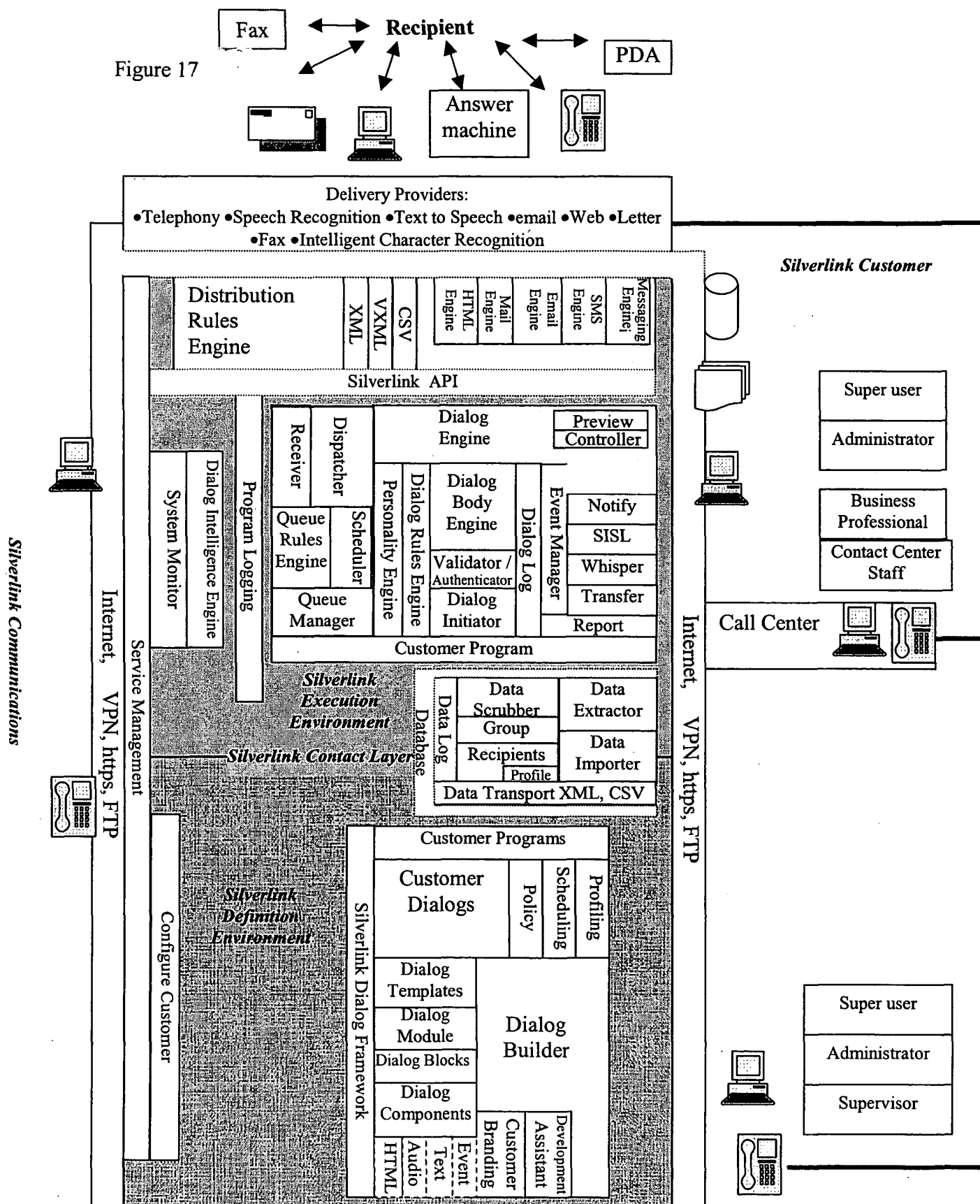


Figure 18

Assemble Application

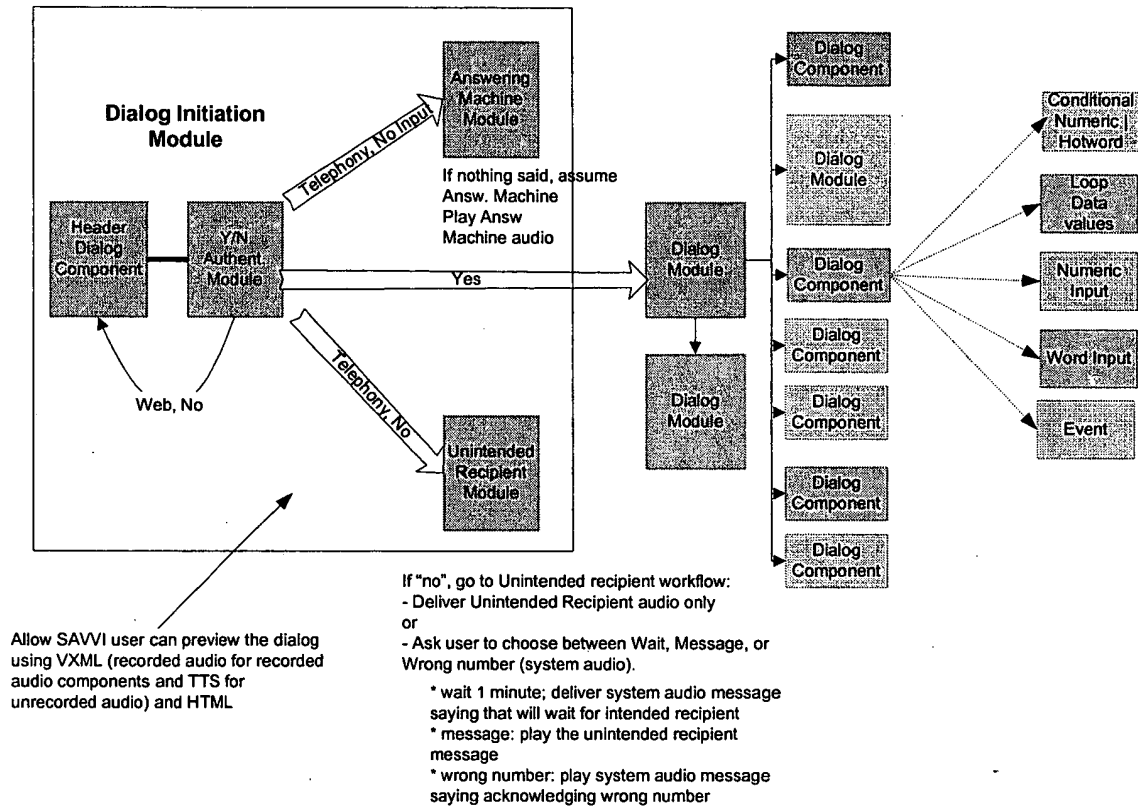


Figure 19

Silverlink Execution Environment -
System Monitoring

